

Supervisory Mission Support Specialist

DEPARTMENT OF HOMELAND SECURITY

Customs and Border Protection

United States Border Patrol

Overview

Open & closing dates

🕒 09/06/2017 to 09/14/2017

Salary

\$72,168 to \$93,821 per year

Pay scale & grade

GS 12

Work schedule

Full-Time

Appointment type

Permanent

Locations

1 vacancy in the following location:

Falfurrias, TX

Relocation expenses reimbursed

No

This job is open to



Federal employees

Current or former competitive service employees, including:

- Merit promotion
- Career Transition (CTAP, ICTAP, RPL)
- Transfer



Veterans



Individuals with a disability



[Military Spouses](#)



[Family of Overseas Employee](#)

Family members of a federal employee or uniformed service member who is, or was, working overseas.



[Peace Corps & AmeriCorps Vista](#)

Announcement number

USBP-SMP-10044480-MCM

Control number

478736800

Duties

Summary

Customs & Border Protection (CBP): Securing America's Borders

Do you desire to protect American interests and secure our Nation while building a meaningful and rewarding career? If so, the Department of Homeland Security (DHS) is calling. DHS components work collectively to prevent terrorism, secure borders, enforce and administer immigration laws, safeguard cyberspace and ensure resilience to disasters. The vitality and magnitude of this mission is achieved by a diverse workforce spanning hundreds of occupations. Make an impact; join DHS.

Discover a challenging and rewarding career with U.S. Customs and Border Protection (CBP), the sole organization responsible for securing the nation's borders. At CBP, we:

- Secure and facilitate trade and travel while enforcing hundreds of U.S. regulations, including immigration and drug laws
- Screen passengers, vehicles, and shipments entering our country
- Seize illegal narcotics, vehicles, and agricultural products
- Prevent unauthorized entry into the country
- Rescue individuals who fall into dangerous conditions traversing our border

For more information about CBP's mission, activities, and careers see www.cbp.gov (<http://www.cbp.gov>)

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Who May Apply:

- Current Federal employees with competitive status;

- Current and former Federal employees who meet the established criteria in an Office of Personnel Management Interchange Agreement ;
- Current and former Federal employees with reinstatement eligibility;
- Veterans who are preference eligibles or who have been separated under honorable conditions after 3 years or more of continuous service will receive consideration under the Veterans Employment Opportunity Act (VEOA);
- Individuals who are eligible under a noncompetitive special hiring authority (please see "Special Appointing Authority" paragraph in the announcement).
- View [common definitions](http://www.dhs.gov/xabout/careers/gc_1303762131481.shtm) (http://www.dhs.gov/xabout/careers/gc_1303762131481.shtm) of terms in this announcement.

Organizational Location: This position is with the Department of Homeland Security, within U.S. Customs and Border Protection, U.S. Border Patrol, Rio Grande Valley Sector, Law Enforcement Operations Division, Falfurrias Station, Falfurrias, TX.

GS Salary: Visit [this link](http://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages)

(<http://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages>)

to view the locality pay tables by geographic area. If you do not see your geographic area listed, select the "Rest of United States" pay table.

Responsibilities

This position will allow you to use your expertise in administration to provide advisory and technical services to Customs and Border Protection management. This position starts at a salary of \$72,168 (GS-12, Step 1) to \$93,821 (GS-12, Step 10).

In this Supervisory Mission Support Specialist position, you will become a key team member of Homeland Security professionals providing advisory and technical services to management. Typical work assignments include:

- Supervising staff responsible for assessing the productivity, effectiveness, and efficiency of program operations and objectives
- Assigning and explaining work requirements to subordinate staff while establishing production standards and preparing performance work plans and appraisals
- Resolving problems involving interpretation of the law and of Department policy
- Resolving complaints and grievances and carrying out Equal Employment Opportunity policies and program activities

Travel Required

Occasional travel - Occasional travel may be required

Supervisory status

Yes

Promotion Potential

12

Who May Apply

This job is open to...

Current/Former Federal Employees, Merit Promotion, Status Candidates, CTAP, ICTAP, VEOA, 30% Disabled Veterans, Schedule A, Military Spouses, Peace Corps, AmeriCorps, Vista, Former Overseas Employees

Questions? This job is open to 6 groups.

Job family (Series)

[0301 Miscellaneous Administration And Program](https://www.usajobs.gov/Search/?i=0301)
(<https://www.usajobs.gov/Search/?i=0301>)

Requirements

Conditions Of Employment

- You must be a U.S. Citizen to apply for this position
- Males born after 12/31/1959 must be registered with Selective Service
- Primary U.S. residency for the last three years (additional details below)
- You may be required to pass a background investigation

Supervisory Probationary Period: You may be required to serve an 18 month probationary period upon appointment and complete a supervisory training course within 12 months of assignment.

Supervisory Training: All newly appointed, first-time permanent CBP Supervisors are required to complete mandatory training. The training will be scheduled by the Office of Training and Development within the first 90 days of appointment. The duration of the training will include three (3) weeks of in residence training in Harpers Ferry, WV.
Note: This training may be waived if previously completed.

Qualifications

GS-12: You qualify at the GS-12 level if you possess one year of specialized experience including assessing the efficiency and effectiveness of program operations, analyzing and resolving problems related to administrative support activities, and gathering and interpreting information for solving complex problems and issues.

Experience refers to paid and unpaid experience, including volunteer work done through National Service programs (e.g., Peace Corps, AmeriCorps) and other organizations (e.g., professional; philanthropic; religious; spiritual; community, student, social). Volunteer work helps build critical competencies, knowledge, and skills and can provide valuable training and experience that translates directly to paid employment. You will receive credit for all qualifying experience, including volunteer experience.

You must:

- Meet all qualification requirements, subject to verification at any stage of the application process; and
- Meet all applicable Time in Grade requirements (current federal employees must have served 52 weeks at the next lower grade or equivalent grade band in the federal service) by 09/14/2017.

The Office of Personnel Management (OPM) must authorize employment offers made to current or former political appointees. If you are currently, or have been within the last 5 years, a political Schedule A, Schedule C, Non-career SES or Presidential Appointee employee in the Executive Branch, you must disclose this information to the Human Resources Office.

Background Investigation: U.S. Customs and Border Protection (CBP) is a federal law enforcement agency that requires all applicants to undergo a thorough background investigation prior to employment in order to promote the agency's core values of vigilance, service to country, and integrity. During the screening and/or background investigation process, you will be asked questions regarding any felony criminal convictions or current felony charges, the use of illegal drugs (e.g., marijuana, cocaine, heroin, LSD, methamphetamines, ecstasy), and the use of non-prescribed controlled substances including any experimentation, possession, sale, receipt, manufacture, cultivation, production, transfer, shipping, trafficking, or distribution of controlled substances. . For more information visit [this link](http://www.cbp.gov/careers/join-cbp/which-career/apply/background-investigation)
(<http://www.cbp.gov/careers/join-cbp/which-career/apply/background-investigation>)

Residency: If you are not currently a CBP employee, you must meet one or more of the following primary residency criteria for at least three years prior to applying to this announcement:

1. Resided in the United States or its protectorate or territories (excluding short trips abroad, such as vacations);
2. Worked for the United States government as an employee overseas in a federal or military capacity; or
3. Been a dependent of a United States federal or military employee serving overseas.

Exceptions may be granted if you provide complete state-side coverage information regarding participation in "Study Abroad" programs, overseas church missions, or state-side addresses of anyone who worked or studied with you overseas. You must provide information and related documentation at the time of application.

Probationary Period: All employees new to the federal government must serve a one year probationary period during the first year of his/her initial permanent federal appointment to determine fitness for continued employment. Current and former federal employees may be required to serve or complete a probationary period.

Agency Career Transition Assistance Program (CTAP) or the Interagency Career Transition Assistance Program (ICTAP) Eligibles: If you have never worked for the Federal Government, you are not CTAP/ICTAP eligible. Information about ICTAP or CTAP eligibility can be found [here](#)

([http://www.opm.gov/Reduction In Force/employee_resources/ctap/Employee-Guideline CTAP.asp#3a](http://www.opm.gov/Reduction%20In%20Force/employee_resources/ctap/Employee-Guideline_CTAP.asp#3a))

. To be considered well qualified under CTAP/ICTAP, you must possess the knowledge, skills and abilities and/or competencies clearly exceeding the minimum requirements of the position.

Education

Additional information

Special Appointing Authority: Veterans, military spouses, Peace Corps/VISTA volunteers, and people with disabilities possess a wealth of unique talents, experiences, and competencies that can be invaluable to the DHS mission. If you are a member of one of these groups, you may not have to compete with the public for federal jobs. To determine your eligibility and to understand what documentation would be required with your application, please click on the appropriate link below.

- [Veterans](#)
(<http://www.fedshirevets.gov/index.aspx>)

- [Military spouses](#)
(<http://www.fedshirevets.gov/job/shams/index.aspx>)

Applicants Please Note: The National Defense Authorization Act of 2017 abolished the time limitation on eligibility for relocating spouses of the Armed Forces.

- [Individuals with Disabilities](#)
(<http://www.opm.gov/policy-data-oversight/disability-employment>)
- [Peace Corps/VISTA](#)
([http://hru.gov/Studio Recruitment/HT 05 VISTA-Peace Corps.aspx](http://hru.gov/Studio_Recruitment/HT_05_VISTA-Peace_Corps.aspx))
and [other miscellaneous hiring authorities](#)
(<http://www.opm.gov/policy-data-oversight/hiring-information/hiring-authorities>)

DHS offers competitive salaries and an attractive benefits package, including: health, dental, vision, life, and long-term care insurance; retirement plan; Thrift Savings Plan [similar to a 401(k)]; Flexible Spending Account; Employee Assistance Program; personal leave days; and paid federal holidays. Other benefits may include: flexible work schedules; telework; tuition reimbursement; transportation subsidies; uniform allowance; health and wellness programs; and fitness centers. DHS is committed to employee development and offers a variety of employee training and developmental opportunities. For more information visit [this link](#)

<http://www.dhs.gov/homeland-security-careers/benefits>

[Disabled veteran leave](#)

<http://www.opm.gov/news/releases/2016/08/newly-established-leave-policy-gives-disabled-veterans-more-time-to-address-medical-issues-1/>

will be available to any Federal employee hired on or after November 5, 2016, who is a veteran with a service-connected disability rating of 30 percent or more.

CBP uses E-Verify, an internet-based system, to confirm the eligibility of all newly hired employees to work in the United States. Learn more about [E-Verify](#)

<http://www.uscis.gov/e-verify>

including your rights and responsibilities.

Every individual receives a fair opportunity throughout the federal recruitment and hiring process. Learn more [here](#)

http://hru.gov/Studio_Recruitment/tools/Mythbuster_on_Federal_Hiring_Policies.pdf

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Follow U.S. Customs and Border Protection on Twitter [@CustomsBorder](#)

<https://twitter.com/#!/customsborder>

How You Will Be Evaluated

We will review your resume and supporting documentation to ensure you meet the basic qualification requirements. If you meet the minimum qualifications, your experience, education and training will be rated using an online self-assessment questionnaire that is based on the competencies or knowledge, skills, and abilities listed below. You will receive a score ranging from 70-100 based on your responses. Your entire application package will then be reviewed. The final determination will be based on all the information provided in your application package.

If you are best qualified, you may be referred to the hiring manager for consideration and may be called for an interview. To preview the job questionnaire, see <https://apply.usastaffing.gov/ViewQuestionnaire/10044480>
<https://apply.usastaffing.gov/ViewQuestionnaire/10044480>

Knowledge, Skills, Abilities and Other Characteristics (KSAOs):

Candidates who meet the minimum qualification requirements are required to possess certain Knowledge, Skills, Abilities, or Other Characteristics (KSAOs) to successfully perform the functions of this position. Candidates will be asked to demonstrate their attainment of these KSAOs in their resume. The KSAOs are:

- Knowledge of administrative programs, policies, practices, and methods
- Ability to analyze, interpret, and monitor the flow of work throughout the organization
- Ability to recognize when process changes are needed
- Ability to direct and coordinate work performed by subordinate staff
- Knowledge and understanding of policies, principles, and objectives of equal employment opportunity and special emphasis programs

Background checks and security clearance

Security clearance

[Public Trust - Background Investigation](#)

<https://www.usajobs.gov/Help/faq/job-announcement/security-clearances/>

Required Documents

- **Your resume:** A resume describing your job-related qualifications is required and will be used for the purpose of reviewing your qualifications and determining what training, if any, would be required when placed. Your resume must be in English and must include your job titles and a detailed description of your duties and the dates you performed them (MM/DD/YY), as well as your hours per week for each position listed. Your resume should also contain your full name, address, phone number, email address, and salary. NOTE: Resumes stored on USAJOBS will not automatically carry over to this announcement. You must upload your resume and any other applicable supporting documentation.
- **Your responses to the job questionnaire:** <https://apply.usastaffing.gov/ViewQuestionnaire/10044480>
(<https://apply.usastaffing.gov/ViewQuestionnaire/10044480>)
- **Are you a current or former federal employee?** With the exception of current CBP employees, ALL CURRENT AND FORMER FEDERAL EMPLOYEES MUST SUBMIT A MOST RECENT COPY OF THEIR SF-50 (Notification of Personnel Action) showing competitive status: Tenure 1 or 2 in Block 24 and Position Occupied 1 in Block 34. Applicants should also submit an SF-50 reflecting the highest grade held on a permanent basis or the full performance level of your current position, whichever is higher.
- **Are you claiming special priority selection rights under the Agency Career Transition Assistance Program (CTAP) or the Interagency Career Transition Assistance Program (ICTAP)?** You must submit a separation notice; your most recent SF-50 (noting your current position, grade level and duty location); a current (or last) performance rating of record of at least fully successful or equivalent; an agency certification that you cannot be placed after injury compensation has been terminated; an OPM notification that your disability annuity has been terminated; or a Military Department of National Guard Bureau notification that you are retired under 5 U.S.C. 8337(h) or 8456.
- **Special Appointing Authority:** See "Other Information" to determine what documentation you need to submit as proof of eligibility for a Special Appointing Authority.
- **Are you a veteran?** If you are applying under a special veteran appointing authority, you must submit a DD 214 (Member Copy 4-reflecting qualifying medal(s) or service period) and a VA Disability Award letter dated 1991 or later (if applicable). Current federal employees applying under the VEOA authority must submit a qualifying SF-50 to show they meet time-in-grade requirements. If you are currently serving on active duty, you must submit a written statement from the armed forces certifying your dates of service and your rank, expected type of discharge and anticipated date of separation. If you apply with a written statement at this stage, your preference will be verified by a DD 214 (Member Copy 4) upon separation from the military. To learn more click [here](http://www.usajobs.gov/Help/working-in-government/unique-hiring-paths/veterans)
(<http://www.usajobs.gov/Help/working-in-government/unique-hiring-paths/veterans>)
. **Veterans' preference points are not applicable to Merit Promotion announcements; veterans documentation is required only to verify eligibility.**
- **Are you a current or former political Schedule A, Schedule C, Non-career SES or Presidential Appointee employee?** Submit a copy of your applicable SF-50, along with a statement that provides the following information regarding your most recent political appointment:
 - Position title
 - Type of appointment (Schedule A, Schedule C, Non-career SES, or Presidential Appointee)
 - Agency
 - Beginning and ending dates of appointment
- You may be asked to provide a copy of your recent performance appraisal and/or incentive awards. Consideration will be given to performance appraisals and incentive awards as an indication of quality prior experience, no points will be assigned.

Please upload your resume under "Resume" and any other applicable supporting documents mentioned above under "Other" documents. "Other" documents may not be applicable for each applicant, but should be utilized if you are submitting a SF-50 for proof of federal service, veterans documents for eligibility, transcripts for qualifications, etc.

It is your responsibility to verify that any information entered or uploaded is received and is accurate. Human

Resources will not modify or change any part of your application. If a document is not legible, you will not be able to view it in your application and you must again upload it by the closing date.

If you are relying on your education to meet qualification requirements:

You **MUST** submit a copy of your transcript if you want to substitute your education for experience. If you claim qualifications based on education, and do not submit a transcript, your education will not be used in making a qualification determination and you may be found "**not qualified**".

Education must be accredited by an accrediting institution recognized by the U.S. Department of Education in order for it to be credited towards qualifications. Therefore, provide only the attendance and/or degrees from [schools accredited by accrediting institutions recognized by the U.S. Department of Education](http://www.ed.gov/admins/finaid/accred/).
(<http://www.ed.gov/admins/finaid/accred/>)

Failure to provide all of the required information as stated in this vacancy announcement may result in an ineligible rating or may affect the overall rating.

Benefits

A career with the U.S. Government provides employees with a comprehensive benefits package. As a federal employee, you and your family will have access to a range of benefits that are designed to make your federal career very rewarding.

- [Benefits for federal employees](https://www.usa.gov/benefits-for-federal-employees#item-36407)
(<https://www.usa.gov/benefits-for-federal-employees#item-36407>)
- [Healthcare insurance](https://www.opm.gov/healthcare-insurance/)
(<https://www.opm.gov/healthcare-insurance/>)
- [Pay and leave](https://www.usajobs.gov/Help/working-in-government/pay-and-leave/)
(<https://www.usajobs.gov/Help/working-in-government/pay-and-leave/>)

<https://www.dhs.gov/homeland-security-careers/benefits>

Eligibility for benefits depends on the type of position you hold and whether your position is full-time, part-time, or intermittent. Contact the hiring agency for more information on the specific benefits offered.

How to Apply


Applying to this announcement certifies that you give permission for DHS to share your application with others in DHS for similar positions.

To begin your online application, click "**Apply Online**" to create a USAJOBS account and follow the prompts or log in to your existing account. Your application packet must include a completed assessment questionnaire, a resume, and any applicable and/or required supporting documentation. Please see the "Required Documents" section below for additional information. All application materials, including transcripts, must be in English.

If you are unable to apply online or need to submit a document you do not have in electronic form, visit [this link](http://help.usastaffing.gov/Apply/index.php?title=Alternate_Application_Information)
(http://help.usastaffing.gov/Apply/index.php?title=Alternate_Application_Information)
for more information regarding an Alternate Application process.

Applications and supporting documentation will not be accepted by mail or email. The address below is for inquiries only. You may apply more than once, but the most recent application is the only one that will be used. **You must submit your resume, your online questionnaire, and any supporting documents by 11:59 PM Eastern Time on 09/14/2017.**

Agency contact information

 CBP MHC Hiring

Phone

[952-857-2932](tel:952-857-2932)
(tel://952-857-2932)

Email

cbphiring-applicantinquiry@cbp.dhs.gov
(mailto:cbphiring-applicantinquiry@cbp.dhs.gov)

Address

Customs and Border Protection
CBP Hiring Center
5600 American Boulevard
Bloomington, MN
US

[Learn more about this agency](#)
(#agency-modal-trigger)

Visit our careers page

Learn more about what it's like to work at Customs and Border Protection, what the agency does, and about the types of careers this agency offers.

<http://www.cbp.gov/>
(http://www.cbp.gov)

Next steps

The open period for this job opportunity announcement may be extended to allow for a sufficient applicant pool.

Once the job opportunity announcement has closed, we will assess your experience and training, identify the best qualified applicants, and refer those applications to the hiring manager for further consideration and interviews. You will be notified by email after each of these steps has been completed. Stay informed of changes to your application status by signing up for automatic email alerts with your [USAJOBS account](#) (<http://www.usajobs.gov/Applicant/ProfileDashboard/Home>).

If you are referred, you will receive a final notification of the disposition of the announcement. We expect to make a tentative job offer within 60 days after the close of the announcement. If you are selected, we may conduct a suitability/security background investigation.

One or more selections may be made using this job opportunity announcement. Further selections may also be made for additional organizational divisions and/or units within the duty location(s) listed above.

If you receive a conditional offer of employment for this position, you will be required to complete an [Optional Form 306](#) (http://www.opm.gov/forms/pdf_fill/OF0306.pdf) (Declaration for Federal Employment), and to sign and certify the accuracy of all information in your application, prior to entry on duty. False statements on any part of the application may result in withdrawal of offer of employment, dismissal after beginning work, fine, or imprisonment.

Any offers of employment made pursuant to this announcement will be consistent with all applicable authorities, including Presidential Memoranda, Executive Orders, interpretive U.S. Office of Management and Budget (OMB) and U.S. Office of Personnel Management (OPM) guidance, and Office of Management and Budget plans and policies concerning hiring. These authorities are subject to change.

Fair & Transparent

The Federal hiring process is setup to be fair and transparent. Please read the following guidance.

Equal Employment Opportunity Policy

The United States Government does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy And gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.

- [Equal Employment Opportunity \(EEO\) office at OPM](https://www.opm.gov/about-us/our-people-organization/support-functions/equal-employment-opportunity/)
(<https://www.opm.gov/about-us/our-people-organization/support-functions/equal-employment-opportunity/>)
- [Office of Equal Opportunity](http://www.eeoc.gov/eeoc/internal_eeo/index.cfm)
(http://www.eeoc.gov/eeoc/internal_eeo/index.cfm)

Reasonable Accommodation Policy

Federal agencies must provide reasonable accommodation to applicants with disabilities where appropriate. Applicants requiring reasonable accommodation for any part of the application and hiring process should contact the hiring agency directly. Determinations on requests for reasonable accommodation will be made on a Case-by-Case basis.

A reasonable accommodation is any change in the workplace or the way things are customarily done that provides an equal employment opportunity to an individual with a disability. Under the Rehabilitation Act of 1973 the Equal Employment Opportunity Commission (EEOC) must provide reasonable accommodations:

- An applicant with a disability needs an accommodation to have an equal opportunity to apply for a job.
- An employee with a disability needs an accommodation to perform the essential job duties or to gain access to the workplace.
- An employee with a disability needs an accommodation to receive equal access to benefits, such as details, training, and office-sponsored events.
- [Disability Employment - Reasonable Accommodations](https://www.opm.gov/policy-data-oversight/disability-employment/reasonable-accommodations/)
(<https://www.opm.gov/policy-data-oversight/disability-employment/reasonable-accommodations/>)
- [How to contact an agency](https://www.usajobs.gov//Help/how-to/application/agency/contact/)
(<https://www.usajobs.gov//Help/how-to/application/agency/contact/>)

Legal and regulatory guidance

[Financial suitability](https://www.usajobs.gov//Help/working-in-government/fair-and-transparent/financial-suitability/)

(<https://www.usajobs.gov//Help/working-in-government/fair-and-transparent/financial-suitability/>)

[Social security number request](https://www.usajobs.gov//Help/working-in-government/fair-and-transparent/social-security-number/)

(<https://www.usajobs.gov//Help/working-in-government/fair-and-transparent/social-security-number/>)

[Privacy Act](https://www.usajobs.gov//Help/working-in-government/fair-and-transparent/privacy-act/)

(<https://www.usajobs.gov//Help/working-in-government/fair-and-transparent/privacy-act/>)

[Signature & False statements](https://www.usajobs.gov//Help/working-in-government/fair-and-transparent/signature-false-statements/)

(<https://www.usajobs.gov//Help/working-in-government/fair-and-transparent/signature-false-statements/>)

[Selective Service](https://www.usajobs.gov//Help/working-in-government/fair-and-transparent/selective-service/)

(<https://www.usajobs.gov//Help/working-in-government/fair-and-transparent/selective-service/>)

[New employee probationary period](https://www.usajobs.gov//Help/working-in-government/fair-and-transparent/probationary-period/)

(<https://www.usajobs.gov//Help/working-in-government/fair-and-transparent/probationary-period/>)